

Willkommen / Welcome

Guidelines for Refugees

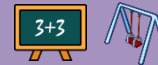
1. **Asylum**



2. **Money/Initial Care**



3. **Children and Youths**



4. **German**



5. **Mobility**



6. **Friends**

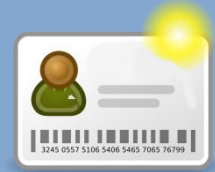


7. **Support/Hotline**



Dieses Informationsblatt ist auch auf Deutsch erhältlich.

This paper is also available in Arabic.



Registration, what does it mean?

Which papers do I get?

Persons who seek asylum in Germany will be registered.

Registration can be done at any branch of the Federal Office for Migration and Refugees (BAMF).

Personal data, photographs and fingerprints will be stored.

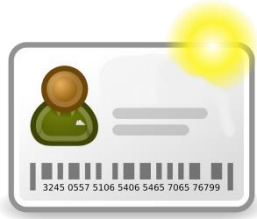


After registration you will receive a paper called „Proof of Arrival“ (Ankunftsnachweis - AKN).



This „Proof of Arrival“ is your first official document and entitles your stay in Germany as well as to apply for state benefits/support services.

Ausländerbehörde Krefeld
Am Hauptbahnhof 5
47798 Krefeld
3. Etage



How do I apply for Asylum?

Which papers do I get?

Asylum applications are made at any branch of the Federal Office for Migration and Refugees (BAMF).
An interpreter will be available.



To proof identity you need to show: passport, certificate of birth or driving-license.



After your application for asylum, you will receive a permit of residence.
This Permit of Residence replaces the „Proof of Arrival,, and confirms legal stay in Germany.
You are now entitled to further state support, for example integration courses.

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Where do I get money?

At your first appointment at the Welfare Authority you will receive a cheque.



Depending on your surname (family name) an administrator at the authority will be responsible for further proceedings.



If you have the right identity documents you can now open a bankaccount.



If I get ill, what do I do?

At your first appointment with the Welfare Authority you will receive a Health Insurance Card to visit a doctor or dentist.



At the beginning of every quarter (1. January, 1. April, 1. July, 1. October) a new card will be issued.
This card will be sent by post or given to you by a social worker at your housing.



With this card you can visit any doctor if you need treatment for acute illness or chronic pain.

Further treatment/help needs to be applied for.

(Buchstaben A,G,H) Frau Haesters
02151/86-3144
Von-der-Leyen-Platz 1
(Rathaus) Zimmer A 114

(Buchstaben B - F und S – Z) Frau Großmann
02151/86-3143
Von-der-Leyen-Platz 1
(Rathaus) Zimmer A 120

(Buchstaben I – R) Frau Jandeck
02151/86-3137
Von-der-Leyen-Platz 1
(Rathaus) Zimmer A 112



How do I find housing?

In the first months of their stay, asylum seekers must live in special housing. !

Following persons with prospects of permanent residence may rent private housing:

- Families with children.
- Married couples.
- Relatives, who share housing.
- Single persons, who cannot live in special housing, due to severe medical reasons.



1.

If you get authorisation to rent housing, you need to give the house-owner (Vermieter) a „Certificate of Request,, (Mietbescheinigung)
This form should be completed by the house-owner.



2.

Next, costs and condition of housing (flat) will be checked.
Only then, approval is granted.

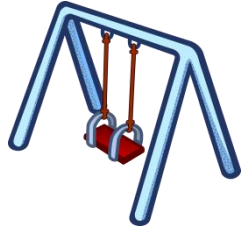


3.

If there is no furniture in the flat, you can apply for additional support.

There are waiting times due to the high number of requests

Fachbereich Soziales, Senioren und Wohnen
Von-der-Leyen-Platz 1 (Rathaus)
47798 Krefeld
Zimmer A225 – A251



Where do I get information about childcare?

At the department "Kinder" for youth, welfare and employment support (Jugendamt) you can inform about childcare.



There are 102 kindergartens in Krefeld.

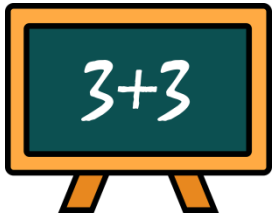


After a personal talk with the head of the kindergarten you can register your child.

Contribution is to be paid for childcare.

Carolin Loy
02151/863054
carolin.loy@krefeld.de

Fachbereich Jugend, Zimmer A305
Von-der-Leyen-Platz 1 (Rathaus)
47798 Krefeld



Which schools are there?

Information about the school-system in NRW (North-Rhine-Westphalia)

registration:

- Primary schools
- Secondary schools
- Vocational colleges
- Evening classes secondary school

Special busticket for pupils, so called „Schokoticket für Schülerinnen und Schüler“



Kommunales Integrationszentrum
Fachbereich Schule, Pädagogischer und Psychologischer Dienst

Konrad-Adenauer-Platz 17, 47803 Krefeld 47798 Krefeld
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vielfalt@krefeld.de



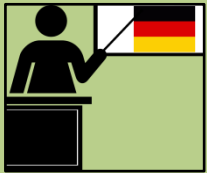
Where can I learn German?

Speaking German is important.
There are many possibilities to learn German in Krefeld.



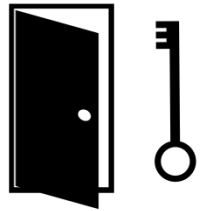
Integration courses:

Integration courses are the most intensive form of learning German. These courses are offered and financed by the Federal Office for Migration and Refugees (BAMF).



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What types of courses are offered? Which integration course can I attend?

There are general integration courses, literacy courses and intensive courses.
 In a literacy course you will not only learn to speak German, but also how to write and read.
 An intensive course is suitable for persons who are interested in fast learning.
 Additionally there are extra courses for parents, women and youths.



Children and youths who have to go to school cannot attend an integration course.



Only asylum-seekers with prospects of permanent residence (Syria, Irak, Iran, Eritrea and Somalia) can take part in BAMF integration courses.
 To participate you need a (temporary) residence permit.
 The Job Centre, Authority for Foreigners and the Social Welfare Office can oblige participation.

If you have to go to school, do consult your local integration centre.

Frau Fazilet Yardimci
 02151/3660-2690
 fazilet.yardimci@krefeld.de

Frau Doris Schlimnat
 02151/3660-2658
 doris.schlimnat@krefeld.de

Volkshochschule
 021514/3660-2664
 Von-der-Leyen-Platz 2
 47798 Krefeld

Kommunales Integrationszentrum
 Konrad-Adenauer-Platz 17,
 47803 Krefeld



Integration courses in Krefeld:

Name	Address	Telephone	E-Mail
Volkshochschule (VHS)	Von-der-Leyen-Platz 2	02151/36602664	vhs@krefeld.de
Jobcenter Krefeld	Philadelphiastraße 2	02151/70480	Jobcenter-Krefeld.Integration-Point@jobcenter-ge.de
Internationaler Bund	Steinstr. 147	02151/978707	simone.tarhan@internationaler-bund.de
DAA	Dießemer Straße 170	02151/60750	info.krefeld@daa.de
LernArt	Oppumer Straße 81	02151/1546951	info@lernart-krefeld.de
Fuwe	Ostwall 27	02151/7639170	info@fuwe.de
Integral Bildungsforum	Oppumer Str. 42	02151/565823	info@integral-bildungsforum.de
Caritas Krefeld	Am Hauptbahnhof 2	02151/639515	menning-flock@caritas-krefeld.de
Tertia	Deutscher Ring 90	02151/645500	hans.melle@tertia.de

Overview of integration courses:

<http://kursnet-finden.arbeitsagentur.de/kurs/>



4. German

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Are there other German courses?



Yes.
If you do not have long-term residence perspectives you can still register for a language course. For example: starter course or -100 hrs- course offered by the Ministry for schools and further education.

Extra courses are free of charge but on limited offer.

Are there other possibilities to learn German?



Yes.
If you cannot join the above mentioned courses, you can still start learning German.

Contact hotline for more information.
Telephone: 02151/864444

Can I learn German on the internet?



Yes.
Via internet „ich will Deutsch lernen“ offered by the „ Deutschen Volkshochschul-Verbands „ (DVV) you can improve your German skills on different levels.
This is free of charge.

www.iwdl.de

Frau Andrea Degroot
02151/3660-2698
andrea.degroot@krefeld.de

Frau Rebecca Heisterhoff
02151/3660-2656
Rebecca.heisterhoff@krefeld.de

Volkshochschule
02151/3660-2664
Von-der-Leyen-Platz 2
47798 Krefeld

Zentrale städtische Hotline
02151/864444



Where do I get a bicycle?

How do I use bus or tram?



You can travel by bus or tram:



Travelling by bus and tram in Krefeld



Buying a ticket

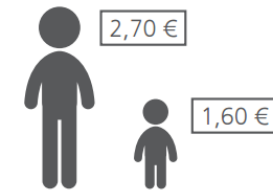
Get on the bus or tram at the front and tell the driver your destination. Buses and trams may only be used with a valid ticket.

Fares within Krefeld (Single ticket)

Adults: €2.70

Children (aged 6-14): €1.60

Children under the age of 6:
free of charge



This ticket is valid 90 minutes.

Monthly concessionary bus and tram pass "SozialTicket" / „MeinTicket“

Registered asylum seekers can buy a concessionary "SozialTicket" (valid for one calendar month) for €35,55. Please contact the department from which you receive benefits.



Refugees can also buy a bicycle for a small fee.

Contact:

Frau Sonja Neuwirth.

02151/639533

neuwirth@youngcaritas-krefeld.de

SWK ServiceCenter
Hochstr. 126
47798 Krefeld

SWK ServiceCenter
HansaHaus
Am Hauptbahnhof 2
47798 Krefeld



Where can I get internet access?

In some local housing there is free internet access.
Contact your social worker and ask for information.



How do I get to know local residents?

For refugees there are lots of possibilities to get in contact:
Language classes, sports activities, cultural attractions, social projects, events and festivities.
Contact Hotline Tel. 02151/864444 for more information.



Where can I do sports?

About 200 Sportsclubs offer sports activities in Krefeld.
For more information please contact:

Frau Stephanie Bendt
St. Töniser Straße 60
Tel. 02151/771021
Email: stephanie.bendt@ssb-krefeld.de

Frau Stephanie Bendt
02151/771021
stephanie.bendt@ssb-krefeld.de



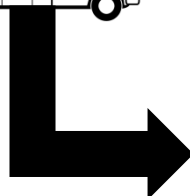
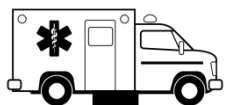
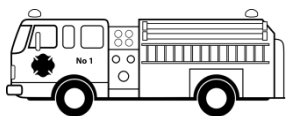
Are there self-organised groups for migrants?

You will find more information about self-organised groups and religious communities on the internet or contact:

www.krefeld-verbindet-menschen.de/integrationsportal/inhalt/migrantenselbstorganisation-mso/

Arbeitskreis für Zuwanderung und Integration
Vorsitzende Frau Georgia Passaloglou
Kommunales Integrationszentrum
Fachbereich Schule, Pädagogischer und Psychologischer Dienst
Konrad-Adenauer-Platz 17
47803 Krefeld
02151-862670
vielfalt@krefeld.de

Kommunales Integrationszentrum
Konrad-Adenauer-Platz 17,
47803 Krefeld



Where do I get help and support?

Emergency/Euronotruf: 112
(Police, Fire Department, Ambulance)

Consultancy:

Caritas- Fachdienst für Integration und Migration
Hansa-Haus, Am Hauptbahnhof 2, 47798 Krefeld
02151-63950
integration-migration@caritas-krefeld.de

Diakonie Krefeld-Viersen
Westwall 40, 47798 Krefeld
02151-3632030
eleni-biskini-fischer@diakonie-krefeld-viersen.de

Jugendmigrationsdienst - Internationaler Bund
Steinstraße 147, 47798 Krefeld
02151-978707
JMD-krefeld@internationaler-bund.de

Gleichstellungsstelle der Stadt Krefeld
Dionysiusplatz 9a, 47798 Krefeld
Frau Hinsen
02151-862050
heike.hinsen@krefeld.de

Flüchtlingshotline Stadt Krefeld: 02151-864444

Ärztliche Dienste für Erwachsene: 116117

Ärztliche Dienste für Kinder: 1504400

Zahnärzte: 0180-5986700

Apotheken: 0137-88822833